

Amendments to the Claims:

This listing of claims will replace all prior versions, and listings, of claims in the application:

01 – 23 (cancelled)

24 – 30 (cancelled)

31 – 36 (cancelled)

37. (currently amended) A computerized method for providing user support, the method comprising:

passing, at the user computer, a navigation event from a first frame originating from a first domain to a second frame originating from a second domain, wherein the first domain and the second domain are separate from the user computer;

 determining the present navigation location within the first frame using the navigation event; ~~and~~

 initiating an automated help session in the second frame, the automated help session corresponding to the determined present navigation location; and

displaying the first frame and the second frame in a single web page at the user computer.

38. (previously presented) The method of claim 37, further comprising:

 receiving data that was collected from the user in the automated help session;

 initiating a live help session; and

 passing the collected data to the live help session.

39. (previously presented) The method of claim 37, further comprising:
receiving data that was collected from a user in the first frame; and
passing the data collected in the first frame to the second frame.
40. (previously presented) The method of claim 37, wherein the first frame
comprises a content frame.
41. (previously presented) The method of claim 37, further comprising:
passing a command from the automated help session to the first frame.
42. (previously presented) The method of claim 37, further comprising:
receiving data that was collected in the automated help session; and
passing the data to the first frame.
43. (previously presented) The method of claim 38 , further comprising:
receiving data that was collected in the live help session; and
passing the data to the first frame.
44. (previously presented) The method of claim 38, further comprising:
receiving data that was collected from the user in the second frame; and
passing the data to the live help session.

45. (currently amended) A computerized method for providing user support, the method comprising:

passing, at a user computer, a navigation event from a first frame of a Web page originating from a first Internet domain to a second frame of the Web page originating from a second Internet domain, wherein the first Internet domain and the second Internet domain are distinct from the user computer;

determining the present navigation location within the first frame using the navigation event;

receiving automated help session content from the second Internet domain; and

initiating an automated help session in the second frame at the user computer, the automated help session corresponding to the determined present navigation location.

46. (previously presented) The method of claim 45, further comprising:

receiving data that was collected from the user in the automated help session;

initiating a live help session; and

passing the collected data to the live help session.

47. (previously presented) The method of claim 45, further comprising:

receiving data that was collected from a user in the first frame; and

passing the data collected in the first frame to the second frame.

48. (previously presented) The method of claim 45, wherein the first frame comprises a content frame.

49. (previously presented) The method of claim 45, further comprising:
passing a command from the automated help session to the first frame.
50. (previously presented) The method of claim 45, further comprising:
receiving data that was collected in the automated help session; and
passing the data to the first frame.
51. (previously presented) The method of claim 46, further comprising:
receiving data that was collected in the live help session; and
passing the data to the first frame.
52. (previously presented) The method of claim 46, further comprising:
receiving data that was collected from the user in the second frame; and
passing the data to the live help session.
53. (currently amended) A computerized method for providing user support at a user's computer, the method comprising:
passing, at the user's computer, a navigation event from a first frame originating from a first Internet domain to a second frame originating from a second Internet domain, wherein the first frame and the second frame are contained within a single Web page that is subject to the consistent page domain security requirement;

determining the present navigation location within the first frame using the navigation event; and

initiating an automated help session in the second frame at the user's computer, the automated help session corresponding to the determined present navigation location;

wherein the user's computer, the first Internet domain, and the second Internet domain are separate domains.